



Solutions Consultant

Roles and Responsibilities

There are four major roles that the Solution Consultant needs to play – Trusted Advisor, Technical Subject Matter Expert, Pre-Sales Consultant, and Technology Evangelist.

- Trusted Advisor
 - Understand customer's business priorities - what are the motivations, what is their growth or cost optimization strategy, how does regulation affect their business
 - Understand the technology landscape of the customer - what systems are they using, what are their technology preferences and limitations, do they have a cloud point-of-view, understand the customer's technology decision-making process
 - Identify key stakeholders in the customer and establish working communication with them to be able to share Microsoft's point-of-view and gain deeper insight
 - Develop documentation that reflects understanding of customers' priorities, landscape, and requirements

- Technical Subject Matter Expert
 - Build level of expertise in Cloud Technology, Infrastructure / Application Architecture, Security, Databases, Web, Productivity and Middleware.
 - Understand product offerings and identify applicability and use cases, ability to match requirements with solutions
 - Support and develop existing customer and partner (3rd party ISV's) relationships and skills
 - Work alongside Principal, NDPH OpCos and other third party organizations as required

- Pre-Sales Consultant
 - Translate customer requirements into deliverable solutions
 - Lead the solution development and coordination with other internal SMEs and stakeholders in putting together a technically sound and commercially viable solution that has proven success in delivery and implementation
 - Design and participate in technology pilot projects or proof-of-concept (POC) activities
 - Effectively articulate the value of the solution by conducting solution presentations to multiple stakeholder levels within the customer (technical to CxO level)
 - Work with account managers in developing roadmaps and sales strategies
 - Provide technical support in all necessary sales activities
 - Prepare configurations of software, hardware, and cloud products to respond to customer requirements
 - Complete the technical requirement for request for information (RFI) and request for proposal (RFP)
 - Help drive sales opportunities to successful completion

- Technology Evangelist
 - Convey Microsoft's solutions and value in multiple scenarios - 1:1 or 1:M settings
 - Conduct demand generation activities to develop leads and prospects
 - Represent NDPH at marketing events as required.



Preferred Qualifications

- Personality
 - Confident in conducting conversations with different types of stakeholders
 - Open to change and able to quickly adapt to changes in technology or directions
 - Able to work independently but resourceful enough to seek out help when needed
 - Passionate about technology and its role in changing the world as we know it
 - Desire to continuously improve, curiosity to understand, learn more, and go beyond the current state of things

- Experience
 - Experience in being involved with technology project implementation is needed - to have an understanding on what it means to have various stages of development and production
 - Experience in supporting a production environment - to understand the drivers and KPIs of such environments
 - Experience in designing solutions that involve cloud technologies, 3-tier architectures, or more complex environments which have been implemented
 - Domain or industry knowledge - at least 5 years of experience in interfacing with business stakeholders and have functional understanding of the business or industry
 - Successful Pre-sales/Sales experience in an internal or external environment is highly valuable - to have a shorter runway to start getting productive, understanding of the sales and buying process will help

- Skills
 - The candidate must be an excellent communicator, able to develop and articulate complex technology issues in a straightforward way to both decision makers and technical personnel alike
 - Should have deep knowledge and understanding of the following areas:
 - Cloud architecture, cloud technology, and CSPs - why cloud, what are the service and deployment models, able to differentiate across service and deployment models
 - Complex application architectures - multi-tier, database, networks
 - Microsoft database technology and competitive landscape
 - Certifications is a plus (MCSE/MCSA, Cloud Platform)
 - P-Seller Status is a plus (Azure, Secured Productive Enterprise (SPE), Modern Workspace, Business Productivity and Dynamics)
 - Experience in Architecting/Implementing Azure Infrastructure Solutions (Site Recovery)
 - Basic to Intermediate understanding of EM+S Solution Offering of Microsoft
 - Basic to Intermediate understanding of Microsoft Business Productivity (O365, SharePoint Online, Azure, Data Platform/SQL Server/ Dynamics 365, etc.)
 - Working knowledge in the following areas is an asset and advantage:
 - Strategic Information systems analysis and planning
 - Technical design authority role for a large project
 - Design of data centers – power, space, and cooling
 - Knowledge of Microsoft's technology (cloud, security infrastructure) and applications portfolio